

House Bill #211 Responsible vendors:

Cheryl Warburton:

Employed by Town Pump for 25 years.

Position presently is District Manger Developing and training 150 employees to serve the public.

Challenge number 1 is to make a lawful sale:

Our industry employs staff that this is their first employment that is why our company put value and focuses on training staff starting the first day on employment.

1. They are to view an out dated video of TAM which stands for Technical Alcohol Management which is to educate them on many of the challenges they may encounter they must score 90% to proceed further in their development.
2. They then proceed with their training mentor to the register area which well have reminders bulletins posted to remind them to ID every sale. Also there are reminder bulletins in their paychecks reminding them to ID every sale under 30 years of age.
3. The register will prompt them to do age verification before they proceed with the sale in addition every location has an ID reader that is to be used to verify the customers age and this unit scan multiple forms of ID's .
4. We hold twice a year refresher TAM classes taught by upper management to show the value we put on the responsibility of insuring a legal sale using all of the resources the company provides.
5. We educate them of the community efforts of compliance check that is done by our county in which an under age person will come in and try to make an unlawful sale. When the cashier declines to make the sale they leave the location and with in two weeks the business is notified that the employee follow the law and passed a compliance check. Our employees refer to these as a sting.
6. We have a rewards program in which an employee that demonstrates and uses all of these resources and declines the sale upon notification from the county the employee is given \$150.00 incentive and the manager is given \$75.00 incentive for enforcing the company policy of card everyone under the age of 30 no matter what. Every passed compliance check thorough out the state of Montana there is another \$150.00 put into a quarterly drawing at the corporate level where there is a drawing for the unstug hero's pot that can grow very quickly depending on the number of stings in that quarter. The location that wins this then the unstung hero's pot value is split evenly among all of the employees.
7. Penalties if an employee fails do what they have been trained and educated on. Then upon immediate notification that they have made an illegal sale they are placed on a leave of absence until it is determine by the court system their guilt or innocence. All employees are trained that the penalties can be loss of job, fines and jail time. We will make available to the employee all of their training that they have participated in since their date of employment with the company if this would help to prove they exhausted all of their efforts to insure a legal sale. There have been isolated cases that have been reviewed and have been over turn after reviews do to the findings. As there is no stream line training for responsible vendors to teach and my work with many different organizations has been we

desperately need one program to train and teach so that it can be rolled out in all counties for business owners and for our employees. Who then can have the freedom to move around with out having to retrain or reinvent the wheel which can be very expensive for everyone that has an investment in serving the public. Our challenge is not to focus on the penalties to the Business Licenses or employees we need to put our efforts into one program of training and educating employees to make a legal sale.

8. We need to partner up with :

Business

Employees

Schools

Youth Challenge

Safe Kids

DWI

Seat Belt

Responsible Servers

Department Of Revenue

Law Enforcement

Community

Parents

There are many programs that would benefit by uniting our efforts.

Thank you for consideration of Bill 211 that would be a giant leap forward for our future in 2009.